A Dream Within Our Reach: A Health Care System for the Whole Person

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What people want
Seeing the individual

You’re like a checkmark, basically, and you’re just this checklist that you did this, this, and this, but here’s the problem. The problem is everybody’s different, and each person’s different.

– Caucasian Male, Modesto
Addressing the root problem

“I want you to treat the cause, not the symptom.”

– African American Female, LA
I think this doctor knows me medically, but he doesn’t ever say, “How’s your family?” or, “Is everything okay at home,” not beyond just I’m there for my blood pressure medicine.

— Caucasian Female, Modesto
What’s important to me

She listened to me, but wasn’t really concerned about my concerns, necessarily.

— Latina Female, Redding
He just really cared. I could feel that he cared. And immediately it just took a load off my mind.

– African American Male, Oakland
When they speak Vietnamese, I understand everything, but when they speak English I don’t understand.

– Vietnamese Female, Orange County
I hope doctors can help patients understand their own body, instead of waiting for patients to come to them after being sick. They should proactively help us to prevent illnesses from happening.

– Chinese Male, Los Angeles
The stars are aligning in California

- Coverage
- Public Dollars
- Public Opinion
- Political Leadership
- Economy
- Technology
What would it look like?
Advanced primary care
Treat mind and body together
Ability to talk to other systems
Population health
Care management for people with complex needs
Learning and improvement
How do we get there?
1. Finish the job on coverage
2. Modernize payment
3. Strengthen the workforce
4. Free the data
5. Elevate the consumer voice
“Don’t just treat me. You need to know me.”

– African American Female, Modesto